



2019

GRAPEVINE POLICE ANNUAL REPORT

GRAPEVINE POLICE

GRAPEVINE **POLICE**

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GRAPEVINE POLICE

AT A GLANCE

Led by Chief of Police Michael Hamlin, the Grapevine Police Department is a team of dedicated professionals providing exemplary service and thorough investigations. Officers are equipped and empowered to proactively address public safety issues such as crime, social disorder and fear of crime.

Our Department embraces the community policing model and encourages the community to be involved in reducing crime and opportunities. Community relationships and partnerships can displace the criminal element outside the city limits of Grapevine.

MISSION STATEMENT

The mission of the Grapevine Police Department is to provide a safe community for our citizens, businesses, and visitors. We endeavor to provide the highest quality police services by applying the values identified on our Principle Compass.

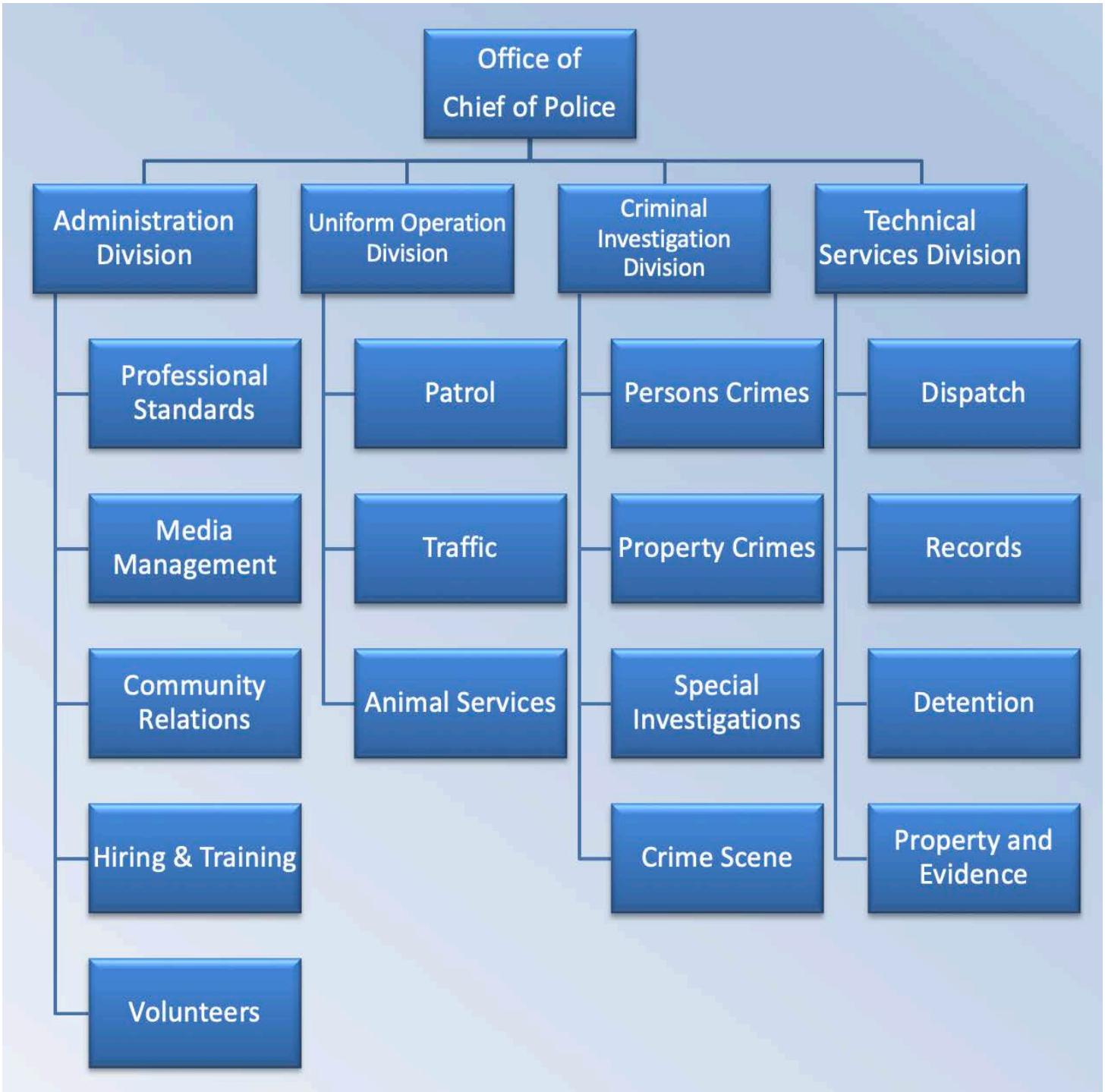
The Principle Compass

When an organization has a map of its mission and a compass of its principles, it is empowered to understand the necessary direction to take in order to achieve its goals.

The Principle Compass will serve to guide the direction of the Department. It is comprised of the Four Guiding Principles. The "North and South" points of the compass indicate internal qualities (Integrity and Quality) or how one relates to oneself. The "East and West" (Equity and Dignity) points indicate external qualities or how one relates to others.



ORGANIZATIONAL STRUCTURE



The Grapevine Police Department is authorized for 95 sworn (Officer) positions and 51 non-sworn (Civilian) positions.

DEMOGRAPHICS

RACE

SWORN		CIVILIAN	
78%	WHITE	77%	WHITE
8%	BLACK	4%	BLACK
11%	HISPANIC	15%	HISPANIC
2%	ASIAN	4%	ASIAN
1%	NATIVE AMERICAN	0%	NATIVE AMERICAN

GENDER

SWORN		CIVILIAN	
92%	MALE	34%	MALE
8%	FEMALE	66%	FEMALE

EDUCATION

SWORN		CIVILIAN	
13%	MASTERS	8%	MASTERS
51%	BACHELORS	30%	BACHELORS
9%	ASSOCIATE	17%	ASSOCIATE
27%	SOME COLLEGE	30%	SOME COLLEGE
0%	NONE	15%	NONE

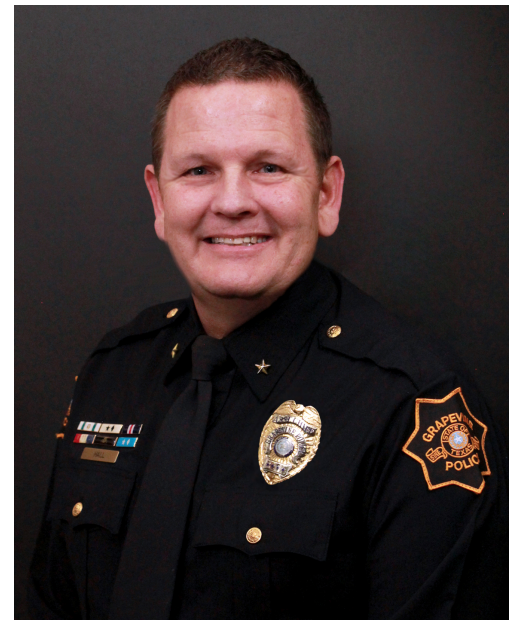
The City of Grapevine offers tuition reimbursement for regular full-time employees enrolled in undergraduate and graduate programs. Several police employees enroll in classes online as they pursue educational advancement.

ADMINISTRATION DIVISION

The **Administration Division**, led by Assistant Chief of Police Tim Hall, encompasses the Office of Professional Standards, Hiring and Training, Crime Prevention, Community Relations, School Resource Officers, Media Management, Community Outreach Center, Volunteers in Police Service (VIPS,) and Chaplains. The Administration Division also works closely with the Grapevine Citizen Police Academy Alumni Association and other supportive agencies, and maintains communication with department retirees.

In 2019, Administration hired 14 new employees: six police recruits, three telecommunicators (dispatchers,) two records specialists, one VAST Coordinator, one secretary, and one property & evidence technician.

Administration launched a campaign to hand out purple bracelets to employees and the public for Domestic Violence Awareness Month. The initial phase of study and training also began for the department to establish a rowing requirement for future hires utilizing the Concept II Rower.



Assistant Chief
Tim Hall



ADMINISTRATION

COMMUNITY RELATIONS

NEIGHBORHOOD ENGAGEMENT



Coffee with a Cop is one of many events where the public is invited to meet officers and ask any questions they have



Officers are invited to read books to elementary school children several times a year



Every Womens Self Defense class filled to capacity with a wait list. Many of the students later become volunteers



School Resource Officers provide various educational lessons to students throughout the school district

Community Relations includes the Crime Prevent Section, and hosts community events that all officers and civilian personnel can attend. Officers give residents a variety of class options throughout the year, including Citizens Police Academy, Active Shooter seminars and Women's Self-Defense.

They also sponsor events like National Night Out, Drug Take Back days, Santa Cops, and Chillin' with the Heat summer camp, & attend public events such as trunk-or-treats, parades, special olympics, sporting events, charity walks, and meet-and-greets for neighborhoods and businesses.

2019 Community Relations Activities include:

Active Shooter Presentations
Business Security Surveys
Citizens Police Academy
Civilian Interaction Classes
Coffee with a Cop
Community Outreach Center classes
Crime Free Multi-Housing
Crime Prevention Tips on Nextdoor
Drug Take Back days
Feed Our Kids
Fraud Presentations
Home Inspections
National Night Out

Neighborhood Dispute Resolution
Open House
Personal Safety Presentations
Public Safety Building Tours
Residential Security Surveys
Santa Cops
School Safety & Security Audits
Special Olympics
Summer Camp
Triple Threat Shootout
Volunteers in Police Service
Women's Self-Defense



2019 Coffee with a Cop

ADMINISTRATION

MEDIA MANAGEMENT

The Media Manager serves as Public Information Officer and Social Media Strategist for the Grapevine Police Department. Duties include internal and external communications, newsletters, website, social media, videos, billboards, recruiting, annual reports, news releases, and spokesperson roles as needed. Goals include increasing community engagement, ensuring that the department's messaging strategy remains on target with the community, monitoring of community response to critical incidents, and updates to news outlets including radio, television, and newspaper.

*"To be persuasive we must be believable;
to be believable we must be credible;
credible we must be truthful."*

EDWARD R. MURROW

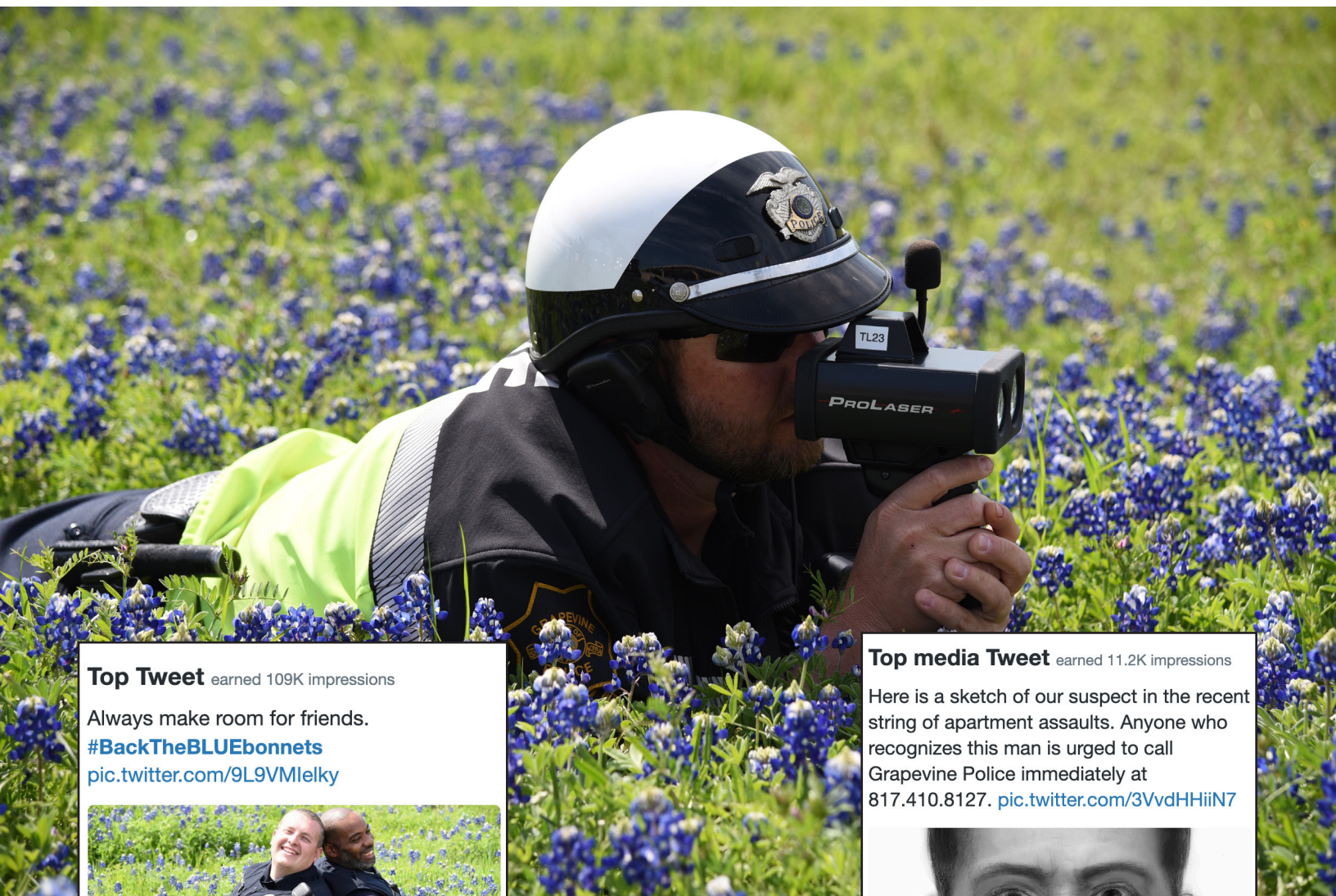


 **Matt Turney**
@turneym77

Hey @GrapevinePolice we just ran in the Double Trouble 5K. Our four year old got a little sick and Officer Patrick O'Neil gave him a lift back to the starting line. He was so nice and went way out of his way. PLEASE thank him again for us ❤️

Many thanks to Officer McClain of the @GrapevinePolice for taking the time to meet with Jojo this morning. Class act Officer!



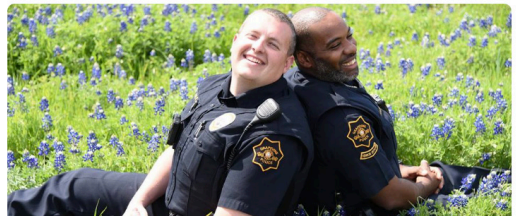


Top Tweet earned 109K impressions

Always make room for friends.

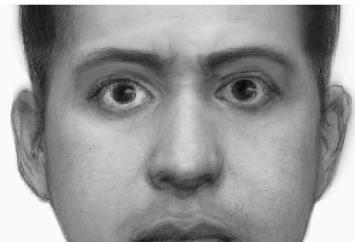
#BackTheBLUEbonnets

pic.twitter.com/9L9VMlelky



Top media Tweet earned 11.2K impressions

Here is a sketch of our suspect in the recent string of apartment assaults. Anyone who recognizes this man is urged to call Grapevine Police immediately at 817.410.8127. pic.twitter.com/3VvdHHiiN7



47 22

In 2019, the Grapevine Police Media Management Office answered more than 300 separate media inquiries and 350 private messages on Facebook and Twitter. These totals do not include engagement numbers, responses to outside social media posts, or reactions to public comments.

Major cases for the Media office in 2019 included two high-profile missing persons cases, the search for and arrest of a serial sexual predator, the full return to duty for an injured motorcycle officer, and a national campaign to back the blue through creative photos in bluebonnets.

Major cases were communicated in both English and Spanish, and in some cases, additionally passed on to neighborhoods through bilingual fliers and posters.

Social media channel Nextdoor, handled mostly through Senior Officer Dale Roath, made hundreds of public safety posts and tips to residents, updated neighborhoods on crime trends, and answered questions as needed. According to Nextdoor, 48% of Grapevine neighborhoods use the platform, so the engagement level of posts and followers is remarkable.

In 2019, Grapevine Police also partnered with Neighbors by Ring. The app allows GPD to request surveillance video by Ring users to assist with crimes. Grapevine Police does not have access to users' cameras, and can only view videos offered by the public.

ADMINISTRATION

COMMUNITY

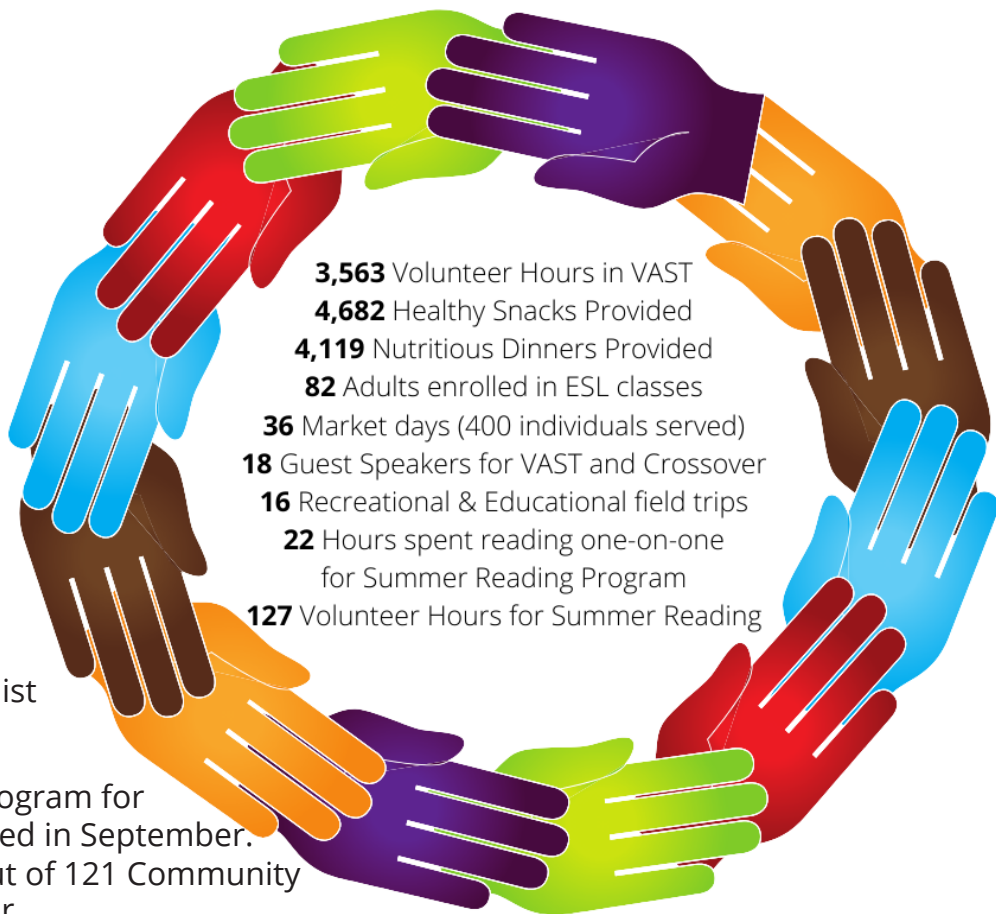
OUTREACH CENTER

The Grapevine Community Outreach Center (COC) is a partnership between the Grapevine-Colleyville ISD and the City of Grapevine.

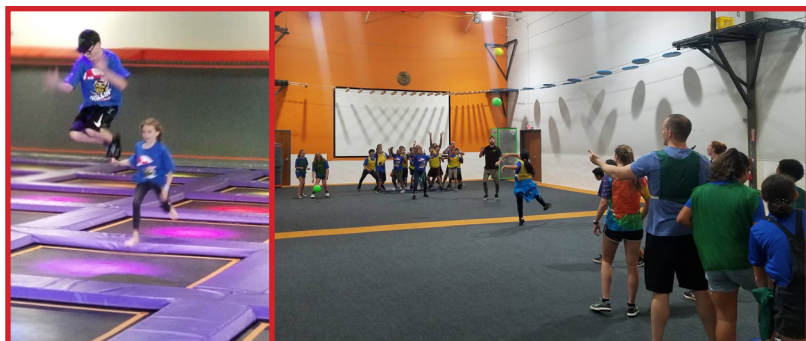
The most significant service offered is the Valuable After School Time (VAST) program. There are two locations serving elementary students: the COC and First United Methodist Church.

Crossover, an after school program for middle school students, started in September. The program is conducted out of 121 Community Church during the school year.

The Community Outreach Center also hosts a variety of community classes and gatherings, including a summer reading program, ESL & GED classes, Zumba, visits from Santa, Easter egg hunts, and summer lunch programs. The Grapevine Police Department's annual summer camp 'Chillin' With the Heat' is also organized out of the Community Outreach Center.



2019 Feed Our Kids Event



Community Outreach Center Career Fair



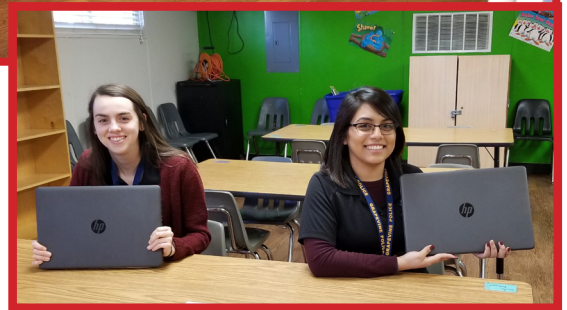
Chillin' With the Heat Summer Camp



Renovations

In 2019, the following renovations were completed at the Community Outreach Center with major help from Grapevine Facilities & Parks and Recreation departments, along with several key donors:

- New flooring in Rooms A, B and C
- New paint in Rooms A, B and C
- New turf in outside picnic area
- Storage unit added



2019 DONORS

Donald Driver
Classic Chevrolet
Grapevine Parks & Recreation
Grapevine Rotary
Grapevine Sailing Club
Living Word Lutheran Church
National Charity League

ADMINISTRATION

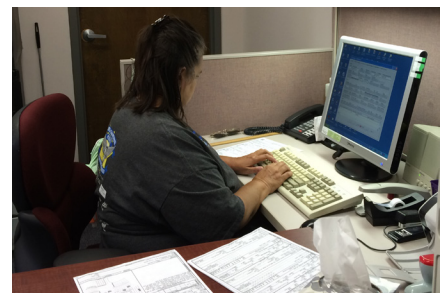
VOLUNTEERS IN POLICE SERVICE



VIPS

Since inception (2006), VIPS have been assigned specified tasks and duties that have created efficiencies for the department and improved services to the community.

VIPS help to increase police responsiveness, service delivery, and information input, and they provide new program opportunities. In addition, VIPS can bring new skills and expertise to the job and prompt new enthusiasm. VIPS are intended to supplement and support, rather than supplant, sworn officers and civilian personnel.



HOURS

Grapevine Police VIPS volunteered a total of 18,799.33 hours in 2019. Based on research from the group *Independent Sector*, each hour is valued at \$25.43. That equates to \$478,066.96 in service provided to Grapevine Police in 2019.

NUMBERS

Grapevine Police VIPS had 65 active members in 2019. Volunteers submitted an average of 289 hours each, with a few volunteers serving in excess of 1,000 hours each.

DUTIES

Volunteers choose their area of service. Duties can include helping visitors in the lobby, phones, data entry, video, stranded motorists, vacation checks, speed trailer deployment, patrols, and special events.



GRAPEVINE CITIZEN POLICE ACADEMY ALUMNI ASSOCIATION

GCPAAA

The purpose of the Grapevine Citizen Police Academy Alumni Association is to promote awareness of ways in which citizens can partner with the Grapevine Police Department to create a safe and healthy community through education and cooperation.

It is comprised of Grapevine Citizen Police Academy graduates who want to continue giving back to the department. Members volunteer at various events and help fundraise for GPD to offer support as needed.



INCOME

GCPAAA raises money through membership dues, hosting training seminars, and working city events on behalf of the association.

Income for 2019 totaled \$129,510.

EXPENSES

Expenses include costs for hosting seminars, purchases for the department, and donations to events and groups.

Expenses for 2019 totaled \$111,245.

PURCHASES

GCPAAA purchased or donated funds to the following in 2019:

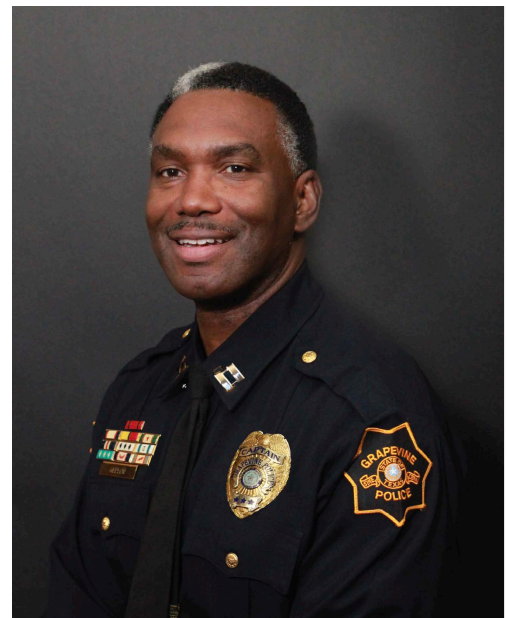
Pergola Cover Upgrade
GPD Awards Banquet Donation
Peer Support Group Donation
Grill Cover for Outreach Center
Meals and Receptions

UNIFORM OPERATIONS DIVISION

The **Uniform Operations Division**, commanded by Captain Ron Hudson, is the largest division of the Grapevine Police Department in terms of personnel, and also considered the front line of the division. Uniform Operations includes Patrol, K9, Traffic, Commercial Vehicle Enforcement (CVE) and Animal Control.

12-HOUR SHIFTS

On June 9, 2019, Grapevine Police transitioned from 8-hour shifts to 12-hour shifts for Uniform Operations officers. By going to a 12-hour shift, GPD significantly increased the number of patrol officers on the street every day and night.



Captain
Ron Hudson

PATROL

VIOLATIONS	2018	2019
TRAFFIC STOPS	20,464	20,106
ADULT ARRESTS	1,253	1,349
DWI ARRESTS	319	398
CITATIONS	10,958	8,737
MAJOR ACCIDENTS	605	589
FATALITY ACCIDENTS	5	3

The Patrol section of Uniform Operations is credited for solving a multitude of cases. In one case, officers' swift and immediate pursuits of car burglary suspects in extremely challenging conditions led to key arrests. Officers ran after suspects in the pouring rain, and dealt with a combative subject who was later found to have a loaded pistol in his waistband. In another case, officers set up surveillance across the street from a convenience store after learning of a robbery in a nearby city. Their position was instrumental - and after watching the robbers hit the store under surveillance - officers were able to make arrests, and recover both cash and a loaded gun. In a third case, an officer who arrested a man for meth and other narcotics wanted to do more. He initiated surveillance that led to a search warrant and several felony arrests. His case also uncovered a major identity theft operation that brought in the Secret Service.



UNIFORM OPERATIONS

Grapevine Police responded to more than 63,000 calls for service in 2019, and responded to the most serious cases in less than five minutes on average.

Calls for Service include any police response to an incident. They can be generated by the public (by calling 911, for example) or initiated by the officer (who may see an accident or criminal act and respond.) In 2019, Patrol officers saw a slight decrease in the total number of Calls for Service. However, they experienced a slight increase in the number of Priority 1 calls. Priority 1 calls are considered the most severe, and can range from major accidents to crimes in progress.

For Uniform Operations, Priority 1 and Priority 2 response times are calculated from the time an officer is dispatched, to the time the first police officer arrives on scene.

CALLS FOR SERVICE

2019: 63,457
2018: 65,247

PRIORITY 1 CALLS

2019: 2,901
2018: 2,780

PRIORITY 1 RESPONSE TIMES

2019: 4:21
2018: 4:13

PRIORITY 2 CALLS

2019: 12,465
2018: 13,028

PRIORITY 2 RESPONSE TIMES

2019: 5:19
2018: 7:35



UNIFORM OPERATIONS

Top reports taken:

1. Theft Offense
2. Information Only (no crime)
3. DWI

Top citations by violation:

1. Speeding 10% or more over
2. Expired registration
3. Failure to maintain financial responsibility
4. No driver's license
5. Driving while license invalid



The Grapevine Police Traffic Unit utilizes a STEP Grant to add additional patrols and monitoring of the most dangerous areas identified on local highways. Areas are decided based on the number and severity of accidents and traffic violations. In 2019, STEP shifts resulted in 1,773 citations for Speeding.

ANIMAL SERVICES

Grapevine Animal Services is responsible for animal sheltering, humane law enforcement, and animal education needs of the community. A total of 277 dogs and cats were adopted in 2019. Most of the animals that came into the shelter were strays. Events like Take Your Dog to Work Day and Clear the Shelters brought media attention that helped boost animal adoptions.

Significant progress was made on plans for the new animal shelter building. The old facility was demolished at the end of 2019, and the new building should open by the end of 2020.



374 Dogs Came to Shelter

143 Dogs Adopted
178 Dogs Returned to Owner



389 Cats Came to Shelter

234 Cats Adopted
10 Cats Returned to Owner



6 Other (Small Domestic)

3 Adopted
3 Transferred Out



241 Wildlife Responses

92 Wildlife Releases
25 Wildlife Transfers (Rehab)

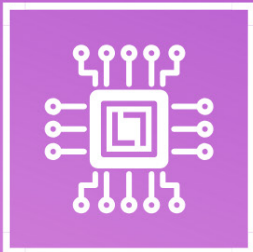
UNIFORM OPERATIONS



6 vaccine clinics



8 offsite
adoption events



2 microchip
events



37 adoptions
during campaign
7/27 - 8/16



On November 20, 2019 all animal shelter operations moved to Coppell Animal Services to prepare for demolition of the Grapevine Animal Services Building. Employees continued to answer service calls and assist the community as needed.



Grapevine Animal Shelter and Adoption Building Demolition: December 17, 2019

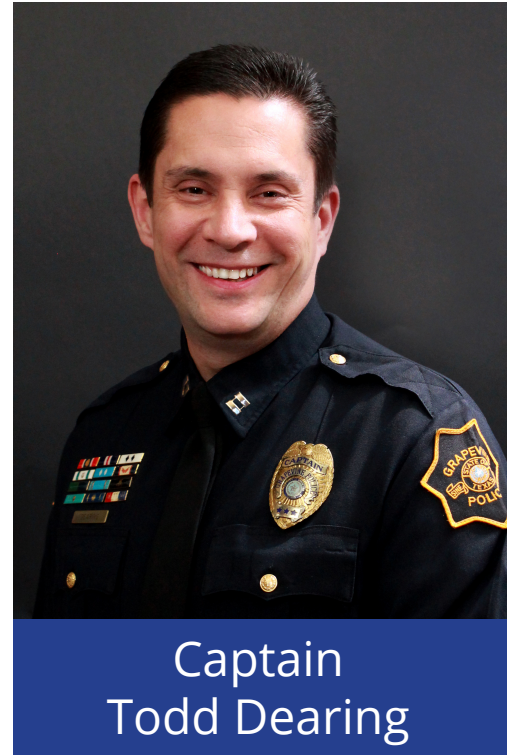
CRIMINAL INVESTIGATIONS

The **Criminal Investigation Division (CID)**, commanded by Captain Todd Dearing, staffs both sworn and civilian personnel who focus on investigating criminal offenses. The division is divided into four unique sections: Property Crimes, Crimes Against Persons, Special Investigations and Crime Scene.

Special Investigations includes crimes involving a vehicle (like DWI,) forensic investigations including computers, and crime analysis to show trends and better direct officers on patrol.

CID received 4,453 incoming reports in 2019 and assigned 1,793 to detectives. Criminal Investigations received fewer reports in 2019, but more cases were actually assigned to detectives compared to 2018. Some of the factors that determine if a case is assigned can include evidence, proof that a crime occurred, and any follow-up information needed to close the case.

For crimes against persons, the number of rapes increased in 2019, but the number of assaults and robberies decreased. The number of property crimes also dropped in 2019.



	2017	2018	2019
Incoming Reports	4,665	4,717	4,453
Cases Assigned	1,406	1,663	1,793
Arrest by investigation	197	220	165
Suspend by investigation	584	727	964
Unfounded	80	99	91
Cleared by Arrest(s)	1,291	1,282	1,308
Closed	1,177	1,275	1,120

CRIMINAL INVESTIGATIONS

NIBRS

On September 1, 2019, Grapevine Police switched from Uniform Crime Reporting (UCR) to the Federal Bureau of Investigation's National Incident-Based Reporting System (NIBRS.) NIBRS will be more effective in tracking crime trends because it captures all crimes committed during a single incident. The UCR program only captures the highest offense from a single incident. For example, if a burglary includes an assault, only the most severe crime is counted under UCR, but both crimes are counted under NIBRS. For the 2019 Annual Report, UCR numbers are used, so that a year-to-year comparison on crime can be made with 2018 results.

UCR Part I crimes are classified as the most serious offenses, and include Murder, Rape, Robbery, Aggravated Assault, Burglary, Auto Theft, and Theft. For 2019, the only increase is seen in the number of rapes reported to Grapevine Police. The number of robberies, aggravated assaults, burglaries, auto thefts, and thefts decreased.

PERSONS CRIMES

	2019	2018	CHANGE
• Murder:	0	0	
• Rape	10	7	+43%
• Robbery	15	16	-6%
• Agg Assault	46	60	-23%



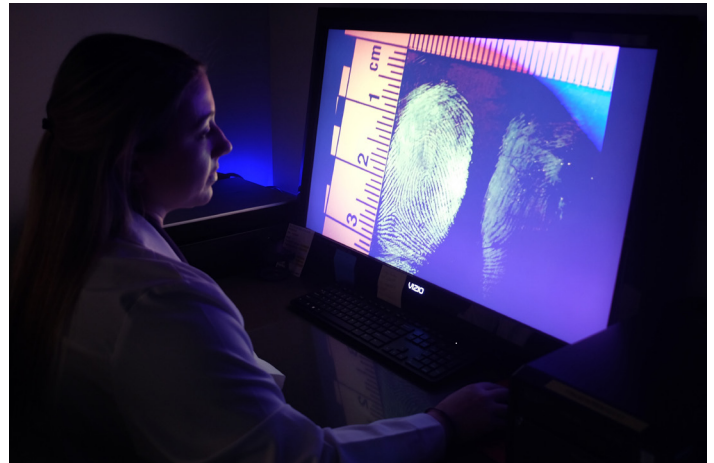
One major Persons Crime solved in 2019 involved a six-month investigation by CID. A serial sexual predator targeted women who were often alone, and the majority were assaulted within a cluster of apartment complexes. During the investigation, detectives worked closely with patrol and community relations officers to meet with neighbors, share a suspect sketch, and develop a plan for apartment owners to install surveillance cameras. Their work paid off, with a suspect identified and arrested.



CRIMINAL INVESTIGATIONS

CRIME SCENE

Crime Scene Investigators applied for and received a \$24,000 grant for two major equipment items in 2019: a forensic light source and a fingerprint development center. The fingerprint development chamber enhances the ability to chemically develop fingerprints on porous substrates, such as paper, by controlling moisture, temperature and time. The chamber controls all functions from start to finish, allowing the CSI to initiate an unattended cycle and return upon completion.



PROPERTY CRIMES

	2019	2018	CHANGE
• Burglary:	76	90	-15%
• Auto Theft:	83	136	-39%
• Theft:	887	1045	-15%

Property Crimes in UCR Part 1 dropped in all three categories: burglary, auto theft and theft. The most common thefts include theft from vehicles and shoplifting.

CRIME ANALYST	2018	2019
Bulletin	172	159
Video collected/reviewed	181	160
Photo lineup	28	57
Case follow-up	260	317
Intel meetings	13	13



In 2019, Detective Joe Moeller earned multiple accolades for the investigation that led to the arrest and indictment of a man for a hate crime.

Detective Moeller not only identified the suspect and linked him to the crime of harassment, he also contacted the FBI in Dallas and shared his investigation. The U.S. Attorney was able to then charge and convict the suspect with Interference with Housing.

Det. Moeller received the U.S. Attorney's Award of Excellence from the U.S. Attorney's Office for the Northern District of Texas; a Certificate of Merit from Grapevine Police; and the Human and Civil Rights Leadership Award by the International Association of Chiefs of Police.



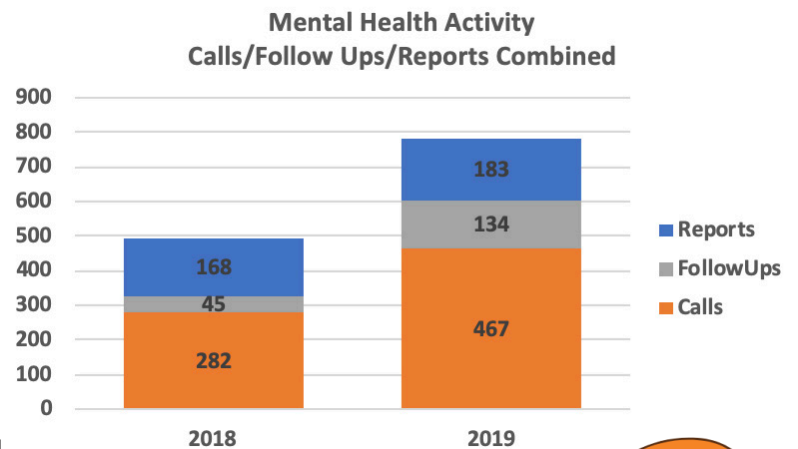
CRIMINAL INVESTIGATIONS

MENTAL HEALTH



Mental health calls remain a challenge for law enforcement departments throughout the nation, as officers work for the best ways to help families in crisis. In 2019, the Grapevine Police Department responded to 467 mental health-related calls and conducted 154 emergency detentions. In August, Detective Christina O'Rear began taking a closer look at mental health calls, and started adding a notation for mental health in reports. As a result, more cases were able to be identified for follow-ups with victims and families. The enhanced tracking of mental health calls also helps first responders with situational awareness as they respond to future calls for help at those addresses.

Mental health calls for 2019 appear much higher than 2018 because of the additional evaluation and classification of cases that began in August. However, the number of cases and responses is on the increase, as more victims and families are identified and supported by GPD.



2019 MENTAL HEALTH RESPONSE

Month	Calls	Follow Up	Related Reports	Emergency Detention
Jan	24	15	19	17
Feb	19	0	9	8
Mar	37	3	18	18
Apr	20	1	10	9
May	36	0	20	15
Jun	33	0	18	18
Jul	41	0	16	13
Aug	53	11	17	9
Sep	45	10	14	9
Oct	57	48	12	10
Nov	45	34	12	11
Dec	57	12	18	17
TOTAL	467	134	183	154

PEER SUPPORT

The Grapevine Police Department has a robust Peer Support/Critical Incident Stress Management (CISM) team. Volunteers provide support during times of personal or professional crisis 24/7. Team members are specially-trained colleagues who serve as a "Hot Line" team for the International Critical Incident Stress Foundation and for the State of Texas.

Examples of support include: critical police incidents, grief and loss, line of duty death, officer-involved shooting, serious line of duty injury, mass casualty scenes, alcohol and prescription drug issues, relationship concerns, post traumatic stress, depression, crisis management, financial matters, and pre-incident education and training.

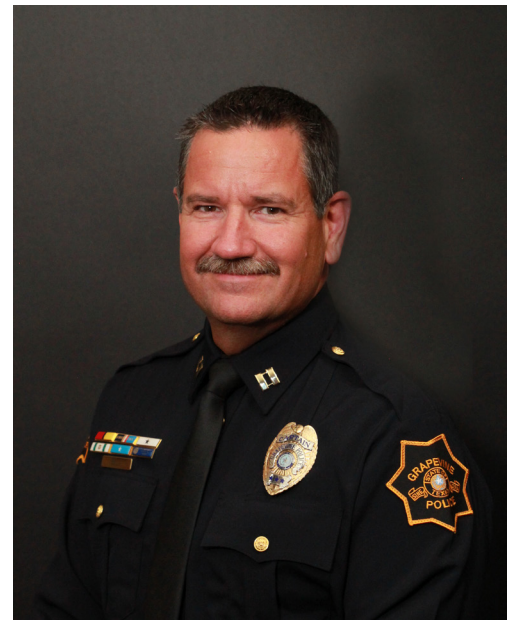
TECHNICAL SERVICES DIVISION

The **Technical Services Division**, commanded by Captain Mark Bills, includes the Property & Evidence, Detention Center, Records, IT and Dispatch. There are 40 authorized positions in Technical Services, including one Captain and 39 civilian roles.

One of the biggest changes in 2019 was the installation of a new in-car video system for patrol units. Both in-car and body camera videos are stored electronically.

In late 2019, the Technical Services Division began the process of evaluating systems to replace the current dispatch and records management system in order to adhere to the State and FBI's requirement for agencies to begin submitting National Incident Based Report System (NIBRS) crime statistics instead of Uniform Crime Reporting (UCR). Grapevine teamed with the cities of Keller, Southlake and Colleyville to hire Sciens Consulting to assist in the development of a request for proposal (RFP) and an evaluation of the companies who submit proposals. The system will be designed to allow all four agencies to share information easily. Additionally, the system will tie the dispatch centers in Grapevine and Keller together, allowing each agency to see the location and available units from neighboring cities. The design, along with advances in technology, will allow the dispatch centers in Grapevine and Keller to see the available police and fire units, as well as their locations. This will allow dispatchers to send the closest units to an emergency, shortening the time it takes to get lifesaving equipment where needed. This is especially helpful for fire departments, as they rely heavily on mutual aid to assist.

Over several months, team members from each city spent countless hours working through specifications for each piece of a new system. With the list of specifications complete, the RFP will be sent to prospective bidders in early 2020. The bids will be evaluated, and a short list developed based on the overall responsiveness of the company and their price. That short list of vendors will be invited to demonstrate their system to team members from each agency, who will evaluate and grade the product and presentation. Those scores will be added up and each agency, along with the consultant, will select a finalist in order to negotiate a final contract. GPD anticipates having a contract with a vendor in place by August of 2020, with implementation beginning shortly thereafter. Once started, the project is anticipated to take eighteen months to complete.



Captain
Mark Bills



The Grapevine Police Department ended the Drug Drop Box program in the fall of 2019, after giving residents notice of the change. The department will continue to host Drug Take Back days for pickup and disposal by the Drug Enforcement Agency, but day-to-day drop-offs are no longer allowed. The change was made for the safety of employees and the public, to prevent exposure to needles, aerosols, and other hazards.

PROPERTY & EVIDENCE

Two civilian Property & Evidence Technicians oversee property and evidence, with duties including retrieving, coding, and transporting evidence, as well as releasing property to the public, other agencies, detectives, officers and court officials. Technicians oversee inventory of all guns, drugs, money, and other items, while also serving as Quartermaster of the department to maintain and order all uniforms, duty gear, portable radios, guns, ammunition, body armor, badges, and other required equipment for officers and staff.

The total number of inventory continues to rise for Property & Evidence. At the end of 2017, there were 22,378 items listed with Property & Evidence. At the end of 2019, there were 34,629 items. Nearly 1/3 of those items are digital media evidence such as photos or video.

Narcotics Entered as Seized/Evidence	2017	2018	2019
Marijuana (grams)	1,572	2,424	3,315
Methamphetamine (grams)	108	515	182
Cocaine (grams)	51	11	9
Heroin (grams)	10	39	6
THC (grams)			982

Firearms in Property Room	2017	2018	2019
Evidence	34	35	29
Found	23	43	30
Recovered	9	5	5
Safekeeping	30	38	32
Seized	1	15	4
TOTAL	97	136	100



DETENTION

The Grapevine Detention Center is a 24/7 operation staffed by civilian Detention Officers and a Supervisor. The majority of inmates are transferred to Tarrant County in less than 24 hours. Most are booked into jail for misdemeanor arrests or outstanding warrants.

BOOK-INS	2017	2018	2019
Felony Arrest	173	162	241
Misdemeanor Arrest	701	723	764
Warrant	331	310	327
Other	54	58	17
TOTAL	1,259	1,253	1,349

RECORDS

Records successfully overcame the monumental challenge of transitioning from Uniform Crime Reporting (UCR) to the FBI's National Incident-Based Reporting System (NIBRS.) The undertaking required extensive training and certification, and the team had to work with software that was not updated to allow for NIBRS reporting.

On September 25, 2019 Records submitted their test file to DPS. The requirement is that an agency must submit with less than a 3% error rate; the Grapevine Records Section submitted their file and received a 0.4% error rate. As a result of their hard work, Records received certification as an IBR Agency and were approved to submit NIBRS data.

Records additionally works to improve quality of life for the entire community. In 2019, Records Specialists initiated and planned a Take Your Dog to Work Day to spotlight dogs in need of adoption from Grapevine Animal Services. The day included a social media campaign and media coverage of the dogs needing a new home.

Open Records: 3577

(Including background checks, other agency requests)

Record Expunctions/Records Sealed: 96

Accident Reports Entered: 1,323

Incidents Entered: 4,437

Alarm Processing

***New Alarms Registered:**

221 Residential

60 Commercial

***Billed and Collected:**

\$141,530/\$142,049

***False Alarms Charged:**

1,012 - \$50,600

Documents Linked: 8,683

Fingerprints: 215



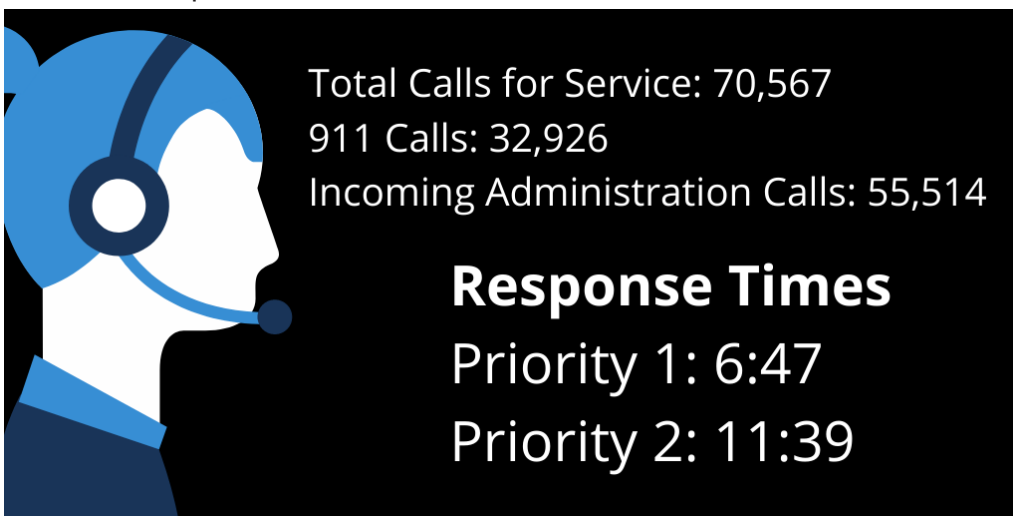
TECHNICAL SERVICES



DISPATCH

Dispatchers, or Telecommunicators, answered nearly 33,000 emergency 911 calls in 2019. Response times remained unchanged from 2018. Priority 1 calls are the most critical or urgent need.

For Dispatch, Priority 1 and Priority 2 response times are counted from the time the call is made, to the time a first responder arrives on scene. Response times vary from those in the Patrol Section, because Patrol response times only include response by officers. Response times for Dispatch include all police, fire and EMS calls.



STAND TALL BLUE

GOLD HAS YOUR BACK



I AM THE DISPATCHER



PROTECTING THE THREE

Dispatcher Elizabeth Wheeler was named the Tarrant County 911 District's Telecommunicator of the Year in 2019, and as part of the honor, was invited to throw the ceremonial first pitch as a Texas Rangers baseball game for Dispatch Appreciation Night.

Elizabeth earned the Telecommunicator of the Year award by helping a kayaker who was stranded in the lake during frigid temperatures. She not only kept the caller calm, but also ensured rescuers could locate him in the lake.

Wheeler additionally received the Chief's Special Service Award at the annual Grapevine Police Awards Banquet.



Dispatchers Lisa Merz and LaQuandra Fleming also earned high honors in 2019. Both were presented with the Life Saving Award by Grapevine Police Chief Mike Hamlin at the annual awards banquet, the highest honor presented by GPD all year.



911



DISPATCHER

2019 AWARDS

International Association of Chiefs of Police (IACP)

Leadership in Human and Civil Rights Award

Detective Joseph Moeller

Baylor, Scott & White Medical Center-Grapevine

Grapevine EMS Super Star Award

Officer Brandon Phifer

Officer Steven Velez

U.S. District Attorney's Officer for the Northern District

U.S. Attorney's Award of Excellence

Detective Joseph Moeller

Mothers Against Drunk Driving (MADD)

Enforcement Hero Award

Officer Philip Wolan

Mothers Against Drunk Driving (MADD)

Commitment Hero Award

Detective Brad Mitchell

Officer Karem Miramontes

Tarrant County 911 District

Telecommunicator of the Year

Telecommunicator Elizabeth Wheeler

Texas Police Games

Hall of Fame Inductee

Captain Ron Hudson



2019 AWARDS

Grapevine Police Department

Chief's Special Service Award

Officer Philip Wolan
Officer Karem Miramontes
Detective Brad Mitchell
Telecommunicator Elizabeth Wheeler

Grapevine Police Department

Commendation

Officer Luis Solis
Officer Christopher McAleer
Officer Byron Young
Officer Jonathan Velez
Officer Allen Lappe
Officer Daniel McClain
Property & Evidence Technician Ashley Vaghela
Records and Property Manager Sarah Severn
Records Specialist DeAnn Mauk
Records Specialist Josie London
Records Specialist Darlene Roberts
Records Specialist Heidi Smith
Records Specialist Rebeca Raudry

Grapevine Police Department

Life Saving Award

Officer Brandon Phifer
Officer Steven Velez
Telecommunicator Lisa Merz
Telecommunicator LaQuandra Fleming



2019 RETIREMENTS



Senior Officer
Scott Rhodes
1996 - 2019



Sergeant
Carl Coats
1994 - 2019



Senior Officer
Brian Hintz
1999 - 2019



CSI
Richard Bradshaw
1995 - 2019



Telecommunicator
Lisa Hollowell
1997 - 2019

2019 RESIGNATIONS

Randall Harris
Tyrin McDuffie
Jonathan Vermeulen

Officer
Officer
Officer

Brad Childress
Marisol Landaverde
Linda Robbins
Elisa Sanchez
Mark Zubizarreta

Detention Officer
VAST Coordinator
Property & Evidence Tech
Telecommunicator
PSO

John Murray
Richard Ogle
Paula Wilson

Crossing Guard
Crossing Guard
Crossing Guard



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